



Georgia Medicaid

Provider Focus

January 2010

Understanding 1099s and Resolving Payment Discrepancies

By January 29, 2010, the Georgia Department of Community Health (DCH) is required to send a Form 1099 to each Medicaid payee provider. The 1099 reflects the amount of medical and healthcare payments paid for the year 2009. Each 1099 includes payment amounts for claims processed by ACS. 1099 forms consist of four main components:

- Provider Name and Provider Address
- Payer and Recipient Tax ID Number
- Backup Withholding (Box 4 – Federal Income Tax Withheld)
- Medicaid Payments (Box 6 – Medical and Health Care Payment)

Should you find a discrepancy or if you have questions about the 1099 form, you may use the Contact Us function on the GHP Web Portal (www.ghp.georgia.gov), available 24/7. Inquiries received through this feature will be addressed within 48 to 72 hours. Here are a few tips to assist you with 1099 issues:

For Payee Name Corrections:

Submit the W-9 with the appropriate documentation from the IRS (IRS Letter 147C) or Form SSA-7028 from the Social Security Administration reflecting the new name with the existing Tax ID number.

For Detailed Payment Summaries:

To review payments issued from Medicaid, you may request Payment Summaries. You may request Payment Summaries via



GEORGIA DEPARTMENT OF
COMMUNITY HEALTH



Understanding 1099s (con't)

the [Contact Us](#) link on the GHP Web Portal.

For Document Submissions:

If any of the corrections you have identified require documents to be sent to ACS, please mail all provider enrollment documents to the address below or fax to the number below:

ACS Provider Enrollment

P.O. Box 4000

McRae, GA 31055

Fax: 866-309-0935

You can find provider enrollment documents under the Provider Information tab within the Documents and Forms section of the GHP Web Portal.

For Changes to Payee Address:

You must send a W-9 with requests to change the payee address or name. However, to change the payee entity (Tax-ID number), you must submit an additional location application. If it is determined that a new 1099 should be issued, a “corrected” 1099 will be sent to you. After your data is corrected in the Georgia Medicaid system, the revised 1099 will be issued. You may use the [Contact Us](#) function on the GHP Web Portal to inquire about the status of any 1099 corrections you have submitted.

Viewing Provider Account on the GHP Web Portal

Did you know you can view your provider account information online including your account demographics, mailing address, license, NPI, and Taxonomy number, and payee provider information?

If you have question about your provider account, you can send an inquiry through the [Contact Us](#) feature via Web portal (www.ghp.georgia.gov)

To view your Web portal provider account information, you must first login. Once you have logged in, select the **My Workspace** tab; within the My Workspace tab on the right-hand-side under Account Information, click on the **View Account Information** link. Choose the provider number for the account you wish to view, and then click the **Submit** button.

Georgia Medicaid Transition Scheduled for July 1, 2010

Effective July 1, 2010, HP Enterprise Services (formerly EDS) will replace Affiliated Computer Services (ACS) as the fiscal agent for the Georgia Medicaid and PeachCare for Kids™ programs. The DCH will communicate information on the transition to EDS by banner messages posted to the GHP Web Portal (www.ghp.georgia.gov), e-mail, U.S. Postal Service and other means. Please be sure to read these updates as you receive them. The updates will contain important information about the transition to HP Enterprise Services and the new system being built for DCH. This information will include what actions providers may need to take to ensure their Medicaid provider files contain accurate data in the new system. Important training information and milestones on the new system will also be provided.

For now, please continue to use the existing system and fiscal agent as you routinely do. Also note ACS and HP Enterprise Services are not the appropriate sources to contact if you have questions at this time about the transition. DCH will advise providers in the future about what actions are required and the easiest way to complete them. DCH is committed to a smooth transition for providers and members.

GHP Training for February 2010

Listed below are the upcoming WebEx Training Sessions for February 2010.
For additional information, visit www.ghptraining.webex.com.

Course Name	Date
Web Portal for CMS 1500 Crossover Claims	2/2/2010
Web Portal for UB-04 Crossover Claims	2/2/2010
WINASAP - Overview	2/4/2010
Web Portal for COB CMS 1500 Claims Submission	2/9/2010
UB04 Web Portal Claims Submission	2/9/2010
Web Portal for CMS 1500	2/11/2010
WINASAP - Database	2/11/2010
Crossover UB04 Web Portal Claims	2/16/2010
Crossover CMS 1500 Web Portal Claims	2/16/2010
Web Portal for CMS 1500	2/17/2010
Web Portal for COB CMS 1500 Claims Submission	2/18/2010
WINASAP - Claims Submission	2/23/2010
Web Portal for COB UB-04 Claim Submission	2/23/2010

Reaching ACS

Inquiry/Action Needed		Contact Information
Claims Submission (Georgia providers)	Web Mail	www.ghp.georgia.gov P.O. Box 5000 McRae, GA 31055-5000
Claims Submission (out of state providers)	Mail	P.O. Box 7000 McRae, GA 31055-7000
Claims Attachments	Fax Mail	866-483-1044 P.O. Box 5000 McRae, GA 31055-5000
General Inquiries (including claims questions)	Phone Web Fax Mail	800-766-4456 (Provider Inquiries) 866-211-0950 (Member Inquiries) www.ghp.georgia.gov (Click the Contact Us link) 866-483-1044 P.O. Box 5000 McRae, GA 31055-5000
Prior Authorizations	Phone Mail	800-766-4456 P.O. Box 7000 McRae, GA 31055-7000
Provider Enrollment (including EDI)	Phone Web Fax Mail	800-766-4456 (toll free) www.ghp.georgia.gov (Click the Contact Us link) 866-309-0935 P.O. Box 4000 McRae, GA 31055-4000

CMS Reviews Payment Error Rate Measurement (PERM)

The Improper Payments Information Act of 2002 directs federal agency heads, in accordance with the Office of Management and Budget (OMB) guidance, to annually review programs that are susceptible to significant erroneous payments and report the improper payment estimates to Congress. OMB has identified the Medicaid program as a program at risk for significant erroneous payments.

For 17 states including Georgia, the Centers for Medicare and Medicaid Services (CMS) will review payments made during the 12 months ending September 30, 2010. CMS will measure the accuracy of state Medicaid payments made for services rendered to members through the Payment Error Rate Measurement (PERM) program.

Through PERM, CMS will employ national contractors to measure improper payments in Medicaid and SCHIP. Please be advised that in the next few weeks, a national contractor will begin contacting providers to request copies of records supporting Georgia Medicaid claim payments.



Provider Field Representative Contact Information

To contact your provider field representative by phone, call: 866-317-6024. To choose your provider field representative on the phone menu, press the equivalent of their territory number (for example, press “1” for Territory 1; press “0” for Territory 10).

Territory	Representative	Counties
Territory 1	Pearl Blackburn FieldRep01@acs-inc.com	Bartow, Catoosa, Chattooga, Cherokee, Dade, Dawson, Fannin, Floyd, Forsyth, Gilmer, Gordon, Habersham, Hall, Lumpkin, Murray, Pickens, Rabun, Stephens, Towns, Union, Walker, White, Whitfield
Territory 2	Vanessa Whitley FieldRep02@acs-inc.com	Fulton
Territory 3	Quandra Hill FieldRep03@acs-inc.com	Banks, Barrow, Clarke, Elbert, Franklin, Gwinnett, Hart, Jackson, Madison, Oconee, Walton
Territory 4	Michael Simpson FieldRep04@acs-inc.com	Carroll, Cobb, Douglas, Haralson, Paulding, Polk
Territory 5	Ebony Joyner FieldRep05@acs-inc.com	Clayton, DeKalb, Rockdale
Territory 6	Nickie Turner FieldRep06@acs-inc.com	Butts, Chattahoochee, Coweta, Fayette, Harris, Heard, Henry, Jasper, Jones, Lamar, Marion, Meriwether, Monroe, Muscogee, Newton, Pike, Spalding, Talbot, Taylor, Troup, Upson
Territory 7	Vernita Sholes FieldRep07@acs-inc.com	Baldwin, Burke, Columbia, Glascock, Greene, Hancock, Jefferson, Jenkins, Johnson, Lincoln, McDuffie, Morgan, Oglethorpe, Putnam, Richmond, Screven, Taliaferro, Warren, Washington, Wilkes
Territory 8	Sharon Chambliss FieldRep08@acs-inc.com	Bibb, Bleckley, Calhoun, Clay, Crawford, Crisp, Dodge, Dooly, Dougherty, Houston, Laurens, Lee, Macon, Peach, Pulaski, Quitman, Randolph, Schley, Stewart, Sumter, Telfair, Terrell, Twiggs, Webster, Wheeler, Wilcox, Wilkinson
Territory 9	James Val FieldRep09@acs-inc.com	Appling, Bacon, Brantley, Bryan, Bulloch, Camden, Candler, Charlton, Chatham, Effingham, Emanuel, Evans, Glynn, Jeff Davis, Liberty, Long, McIntosh, Montgomery, Pierce, Tattnall, Toombs, Treutlen, Ware, Wayne
Territory 10	Evie Huertas FieldRep10@acs-inc.com	Atkinson, Baker, Ben Hill, Berrien, Brooks, Clinch, Coffee, Colquitt, Cook, Decatur, Early, Echols, Grady, Irwin, Lanier, Lowndes, Miller, Mitchell, Seminole, Thomas, Tift, Turner, Worth